

## Waukesha County Nutrition Coalition Minutes

February 24, 2015

**Attendees:** Michelle Bertram- ADRC; Judy Cesarec, Karen Tredwell-Food Pantry of Waukesha County; Mary Jo Michels- WIC; Rachel Zuniga- Hispanic Health Resource Center-ProHealth Care; Regina Estrada- Blessings in a Backpack; Debbie Narus- Wisconsin Partnership for Housing Development; Cynthia Eggleston- Mukwonago Food Pantry/Resource Center; Trace Matabele- Hunger Task Force; Jill Herz, Abby Demler, Melinda Stuart, Jan Skell-UWEX.

### **Welcome, Introductions, and Advisory Committee Update:** Michelle Bertram

At the last Advisory Committee meeting, the calendar of speakers was set for 2015. The Advisory meeting is always open to anyone who would like to attend. At today's Advisory meeting, we will review the list of WCNC members and discuss membership renewal or outreach to those members that have not attended meetings recently. The Advisory Committee is currently working on an online quarterly survey, which will ask for feedback from WCNC members.

**Presenter: Bob Waite, Program Director, IMPACT 211.** IMPACT's mission is *"to help restore the health and productivity of individuals, organizations, and workplaces leading to an improved quality of life for our entire community."* In 2013, the previous provider of 211 services was no longer able to do that work. IMPACT, which has been serving Southeastern Wisconsin for 50+ years, became permanent provider of 211 services beginning January 1<sup>st</sup>, 2014. IMPACT is the largest provider in the state for assessing AODA issues such as intoxicated driving, referring to counselors or a substance abuse treatment program, etc. IMPACT has 5 distinct programs within the agency, including: (1) **IMPACT 211:** central access point during times of personal crisis or community disaster to get information and assistance; (2) **IMPACT Workplace Services:** consultation, training, employee assistance programs; (3) **IMPACT Planning Council:** conducts and communicates research to advance community health and human services; (4) **IMPACT Alcohol and Drug Abuse Services:** AODA consultation and referral; (5) **IMPACT Awareness:** raises community consciousness about risky drinking and promotes healthy lifestyles.

IMPACT 211 is a 32 station call center that is open 24/7/365. Simply dial 211, or local number (414-773-0211) or toll free at 1-866-211-3380. Can also be accessed by text (text ZIP code to 898-211) or online chat at

<http://www.impactinc.org/impact-2-1-1/>. IMPACT currently reaches 150-200 people per month via text messages.

IMPACT collects phone numbers if individuals would like to receive updates (e.g. info on Affordable Care Act, income taxes) which can also be used in case of emergencies. When an individual calls 211, staff will discuss the issue(s) with the client, define what the problem is, and set priorities. A resource database helps staff to address the identified problems with community resources. IMPACT strives to navigate clients through complicated issues as well as providing follow-up and check-in in complicated and serious situations. Since 2002, 211 has received about 1.5 million calls, 235,000 online database contacts, and 1.7 million total contacts. Based on call percentage, mental health, addictions, housing, and utilities are all high-need areas. Sometimes needs go unmet for a variety of reasons, including lack of service for that need in that area, client not eligible for a service, difficulty in accessing a service (hours, language barrier, waiting list, transportation, etc). The most common unmet needs in 2014 included homeless motel vouchers and gas money.

IMPACT sometimes encounters crises, at which point staff is able to assess for safety and intervene if needed by contacting police or emergency services or transfer to appropriate experts such as mental health or child abuse/neglect services. When IMPACT receives a call for housing services, staff completes an assessment/vulnerability score and determines how many beds are available. Housing is available based on greatest need; above a certain threshold an individual would get in right away. IMPACT 211 also acts as a gateway for access to emergency food. Cannot refer a client back to the same pantry within 30 days in Milwaukee county; however, IMPACT can follow up and check into reasons why client may be requesting extra food, work with household to try to solve the problem.

Please take a look at 211's online database at [www.impactinc.org](http://www.impactinc.org) to see if your agency is listed, check for accuracy. IMPACT is able to update/add information within 2 business days. You are welcome to contact Bob Waite at [bwaite@impactinc.org](mailto:bwaite@impactinc.org) or 414-256-4808 if you would ever like a tour of the call center or meet with staff.

## Agency Updates:

**UW-Extension**, Jan Skell- Distributed copies of the latest Healthy Food Donation Checklist. There are a couple of new versions of the Checklist with different messages and pictures; you can choose which would work best for your agency. In the near future, there will be an editable version of the flyer so that your agency can add a personalized message to donors. It will be posted on the nutrition coalition website (<http://waukesha.uwex.edu/family-living-programs/nutrition-coalition/nc-resources/>) as soon as it is published.

**Wisconsin Partnership for Housing Development**, Debbie Narus— The Home Consortium serves residents of Waukesha, Washington, Jefferson, and Ozaukee counties. The program provides up to \$5,000 home down payment assistance, up to \$17,000 purchase rehab deferred loans (for repairs required by home inspection), and up to \$15,000 home rehab assistance loans for minor home repairs. Loans are 0% interest, and have no monthly payments. Provided through HUD funding. Eligibility is determined by income; household income may not exceed 80% of area median income. Call Debbie at 262-896-8170 for more information.

**Hispanic Health Resource Center**, Rachel Zuniga— the Waukesha Community Health Fair will take place at Waukesha North High School Saturday April 18<sup>th</sup> from 9-12. Flyers were distributed.

**Food Pantry of Waukesha County**, Judy Cesarec and Karen Tredwell- Match Day is on March 19<sup>th</sup>, which is the Food Pantry's single largest fundraiser during the year; the website link is [www.matchdaymke.org](http://www.matchdaymke.org). There are four Waukesha County agencies involved: the Hope Center, the Women's Center, Hebron House, and the Food Pantry of Waukesha County. The Boy Scout Food Drive is on March 21. There will be a dance fundraiser at the Elks Club on March 14<sup>th</sup>; the Food Pantry has tickets available for \$10 per person.

**Mukwonago Food Pantry/Resource Center**, Cynthia Eggleston—Purchased their building. Have been holding one fundraiser a month to help promote the Resource Center. Next Fundraiser is at Pieper's Porch winery on March 21<sup>st</sup> and in April there will be a drive-by event. The Resource Center is available to all of Waukesha County as well as Palmyra and East Troy. CPR classes will be held at the Resource Center in May.

**UW-Extension**, Melinda Stuart- We have a new Carroll University public health intern, Emily Sun. If you would like to be featured in the WCNC spotlight, she will contact you and set up a time for an interview and picture, which will be featured on the WCNC website. UW-Extension is currently switching our website from the state to the county, so future spotlights will have a new home. On April 30<sup>th</sup> UW-Extension is holding a bus trip to the capitol; volunteer to spend a day at the capitol to meet with 2 legislators and highlight your work with UW-Extension. Past participants say it has helped them feel more comfortable talking with legislators. If you or someone you know would like to come, let Melinda know.

**UW-Extension**, Abby Demler- Looking for participants for *Eating Smart Being Active* nutrition classes for parents. Classes are offered in English and Spanish.

**Hunger Task Force**, Trace Matabele — Hot topics recently include drug testing for FoodShare and including photos on Quest card— policies that introduce impediments to SNAP participants. Policy papers on these topics are available on website: [www.hungertaskforce.org](http://www.hungertaskforce.org). Upcoming FoodShare change: due to work requirements, able-bodied people will receive FoodShare for 3 months, then cut off if work requirement is not met. Expecting 16,000 people to fall off FoodShare due to this change. Clear communication will be necessary to get the word out, inform people of exemptions.

**Blessings in a Backpack**, Regina Estrada- Now distributing bags at Blair—able to feed 100 children, but 300 are in need. Volunteers from St. Mark's Lutheran church will manage the process and will store food at the church since Blair does not have room. Brings total number of children participating to 700 at Hadfield, Banting, Lowell, and Blair.

**ADRC**, Michelle Bertram—Michelle has been working on evidence-based programs as part of her new position. *Powerful Tools for Caregivers*, a 6-week course, will begin next week. *Stepping On* and *Living Well with Chronic Disease* are wellness classes that the ADRC has been able to teach at various locations including Froedtert and the Mukwonago Resource Center. Let ADRC know if you are interested in these classes at your agency.

**Next meeting: March 24, 2015; Topic: Older Americans Act & Senior Nutrition Programs, presented by Mike Glasgow**